CTS Initiatives

ID	Task Name	Start	Finish	% Complete	CTS Lead
1	**New Service Inquiries**				
2	**Identity Management Strategy**				**Wendy Huff**
3	Prepare concept document	1/16/13	1/28/13	100%	
4	Review request with Management Team	1/29/13	1/30/13	100%	
5	Complete Service Inquiry Form (Complete)	1/31/13	2/6/13	100%	
6	Determine next steps (may include CTS Advisory Council presentation)	2/6/13	2/6/13	100%	
7	Review with CTS Advisory Council	2/7/13	2/7/13	100%	
8	Define strategy and approach for Identity Management Initiative (which includes FIM and GalSync)	3/7/13	4/26/13	100%	
9	Review with Service Health Check group	5/13/13	5/13/13	100%	
10	Determine next steps for implementation	5/31/13	5/31/13		
11	**Rights Management (RMS)**				**Wendy Huff**
12	Receive inquiry	7/20/12	7/20/12	100%	
13	Gather information for internal inquiry review (High Level)	7/23/12	7/27/12	100%	
14	Review request with Management Team (commitment) - N/A	7/27/12	7/27/12	100%	
15	Complete Service Inquiry Form (Complete)	7/27/12	7/27/12	100%	
16	Review initial request with CTS Advisory Council	7/30/12	8/1/12	100%	
17	Confirm further interest and commitment to proceed at CTS Advisory Council	12/5/12	12/5/12	100%	
18	Complete High Level Design	12/6/12	3/15/13	100%	
19	Determine priority, approach, and timing for RMS implementation	3/25/13	4/30/13	100%	
20	Review with Service Health Check group	5/2/13	5/2/13	100%	
21	Review with Customer Advisory Council	6/5/13	6/5/13		
22	**Mobile Device Management (MDM)**				**Wendy Huff**
23	Receive inquiry	8/30/12	8/30/12	100%	
24	Gather information for internal inquiry review (High Level)	8/31/12	10/31/12	100%	
25	Complete Service Inquiry Form (Complete)	11/1/12	1/8/13	100%	
26	OCIO Workgroup Recommendations Complete	1/3/13	1/3/13	100%	
27	Review request with CTS Advisory Council	1/9/13	1/9/13	100%	
28	Initiate CTS Project	1/9/13	1/9/13	100%	
29	Requirements Complete	1/10/13	3/4/13	100%	
30	Secure customer commitment to purchase	5/15/13	6/7/13		
31	Complete Procurement	3/5/13	7/2/13		
32	Complete Implementation	7/3/13	8/2/13		
33	**ListServ Replacement**				**Wendy Huff**
34	Received inquiry and review at Service Health Check meeting	9/27/12	9/27/12	100%	
35	Gather information for internal inquiry review (High Level)	9/28/12	10/4/12	100%	
36	Review request with Management Team (commitment)	10/5/12	11/15/12	100%	

Additional target dates will be populated as decision gates indicate need for further activity.

ID	Task Name	Start	Finish	% Complete	CTS Lead
37	DES completes Cloud Communications Master Contract Acquisition	5/24/13	9/6/13		
38	Review results of DES Master Agreement acquisition	5/27/13	9/12/13		
39	Contact customer to determine intentions for ListServ use	6/3/13	9/20/13		
40	Develop sunset plan and schedule for ListServ	6/6/13	9/19/13		
41	Review proposed sunset plan with CTS Advisory Council	7/1/13	10/2/13		
42	Review proposed sunset plan with Service Health Check group	8/6/13	11/7/13		
43	**Tier 4 Storage**				**Wendy Huff**
44	Receive inquiry	3/21/12	3/21/12	100%	
45	Gather information for internal inquiry review (High Level)	2/25/13	3/15/13	100%	
46	Complete Service Inquiry Form (Complete)	3/25/13	4/26/13	100%	
47	Review request with CTS Advisory Council	5/1/13	5/1/13	100%	
48	Complete Conceptual Design	5/2/13	7/31/13		
49	Review request with Service Health Check group	7/11/13	9/5/13		
50	Define service offering	7/12/13	9/30/13		
51	Review potential service offering with CTS Advisory Council	8/8/13	10/2/13		
52	**Lync**				**Wendy Huff**
53	Receive inquiry	10/24/12	10/24/12	100%	
54	Review request with Management Team (commitment)	10/25/12	11/8/12	100%	
55	Complete Service Inquiry Form (Complete)	11/8/12	11/8/12	100%	
56	Gather information for internal inquiry review (High Level)	10/25/12	11/30/12	100%	
57	Review request with CTS Advisory Council	12/19/12	1/9/13	100%	
58	Complete high level design	2/1/13	3/29/13	100%	
59	Initiate project	4/1/13	4/5/13	100%	
60	Review proposed rates with Customer Advisory Council	6/5/13	6/5/13		
61	Complete procurement	4/8/13	6/28/13		
62	Complete implementation for Phase 1 (replace LCS functionality)	6/3/13	7/31/13		
63	Complete customer migrations from LCS to Lync	8/1/13	9/30/13		
64	**SharePoint**				**Wendy Huff**
65	Receive inquiry	8/30/12	8/30/12	100%	
66	Gather information for internal inquiry review (High Level) and review at CTS Advisory Council	8/30/12	9/27/12	100%	
67	Review request with Management Team (commitment)	11/2/12	11/8/12	100%	
68	Complete Service Inquiry Form (Complete)	10/5/12	11/30/12	100%	
69	Review request with CTS Advisory Council	1/9/13	1/9/13	100%	
70	Complete customer migrations to SharePoint 2013	1/16/13	9/13/13		
71	**IDaaS (Identity as a service)**				**Laura Parma**
72	Receive inquiry	9/19/12	9/19/12	100%	

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ID	Task Name	Start	Finish	% Complete	CTS Lead
73	Gather information for internal inquiry review (High Level)	9/20/12	10/12/12	100%	
74	Review request with Management Team (commitment)	10/15/12	12/13/12	100%	
75	Complete Service Inquiry Form (Complete)	1/4/13	1/4/13	100%	
76	Review request with CTS Advisory Council	1/9/13	1/9/13	100%	
77	Project On-hold (will recheck status in 6 months)	7/31/13	7/31/13		
78	**Wi-Fi**				**Bruce Shurtz**
79	**Phase 1**				
80	Initiate gathering of information for internal inquiry review (High Level)	11/30/12	11/30/12	100%	
81	Review request with Management Team (commitment)	11/30/12	11/30/12	100%	
82	Complete Service Inquiry Form (Complete)	11/30/12	11/30/12	100%	
83	Review request with CTS Advisory Council	12/5/12	12/5/12	100%	
84	Complete POC Conceptual Design	12/5/12	12/5/12	100%	
85	Perform Phase 1 POC with Cisco (CTS & DSHS)	12/6/12	1/31/13	100%	
86	**Phase 2 - Pilot**				**Bruce Shurtz**
87	Wi-Fi Pilot Proposal Development Plan and Approval	2/28/13	3/6/13	100%	
88	Initiation & Planning (Requirements, Chartering, Scheduling)	3/7/13	4/30/13	100%	
89	Deployment Strategy	4/9/13	5/30/13	100%	
90	Customer Participation & Logistics	4/15/13	6/28/13		
91	Detailed Design/Support Planning	5/7/13	6/28/13		
93	EQ/Services BOM PO Approval/Processing	6/24/13	6/28/13		
94	PO Submission / Cisco EQ Order Processing	7/1/13	7/3/13		
95	EQ Shipment/Delivery Interval	7/8/13	8/16/13		
96	EQ Install, Configure, and Test Interval	8/19/13	8/30/13		
97	Pilot Use Case Test Window	9/2/13	10/31/13		
98	Pilot Closure (Pilot Assessment, Recommendation & Financials)	11/1/13	11/15/13		
105	**Public Cloud Brokering**				**Dan Mercer**
106	Develop technical and business strategy	6/3/13	9/30/13		
107	Gather information for internal inquiry review (High Level)	6/3/13	11/29/13		
117	**Infrastructure as a Service**				**Dan Mercer**
118	Develop technical and business strategy	1/22/13	5/30/13		
119	Gather information for internal inquiry review (High Level)	4/30/13	6/28/13		
138	**Review CTS Service Catalog**				
139	**Transact Washington™ (30)**				**Agnes Kirk**
140	Complete Multi-factor Authentication Proof-of-Concept	3/30/12	3/30/12	100%	
141	Implement Multi-factor Authentication	4/2/12	12/31/12	100%	
142	Deploy Multi-factor Authentication in production	1/30/13	4/25/13	100%	

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ID	Task Name	Start	Finish	% Complete	CTS Lead
143	Migrate applications and users to Multi-factor Authentication	3/1/13	6/28/13		
144	Sunset Transact Washington Gateway	6/28/13	6/30/13		
145	**Load Balancing Expansion**				**Agnes Kirk**
146	Architecture & Design Review	3/8/13	3/8/13	100%	
147	Procurement, installation & configuration	3/14/13	6/21/13		
148	Migrate AccessWA, GIT, Shared web hosting	8/8/13	9/25/13		
149	Migrate Exchange 2010	8/8/13	9/25/13		
150	Migrate Omni, Famlink, HRMS, Jindex	8/8/13	9/25/13		
151	**Security Gateways hardware replacement & migration to VMWare**				**Agnes Kirk**
152	Architecture & Design Review	1/18/13	1/18/13	100%	
153	Procurement, installation & configuration	1/21/13	2/28/13	100%	
154	Tivoli configuration	3/1/13	6/25/13		
155	Database & customer migration	5/20/13	7/8/13		
156	**Directory Server upgrade**				**Agnes Kirk**
157	Architecture & Design Review	12/17/13	12/17/13		
158	Configure virtual servers and Tivoli	12/18/13	1/16/14		
159	Migrate user data (550k user records)	1/17/14	1/20/14		
160	Configure Spokane replication	1/21/14	2/10/14		
161	**Integrate RSA multi-factor authentication into SAW**				**Agnes Kirk**
162	Architecture & Design Review	12/21/12	12/21/12	100%	
163	Procure hardware & software	12/24/12	1/11/13	100%	
164	Install & configure	1/14/13	2/8/13	100%	
165	Promote to SAW-CT	2/11/13	2/28/13	100%	
166	Acceptance testing complete	3/1/13	3/28/13	100%	
167	Promote to SAW-PROD	4/25/13	4/25/13	100%	
168	Migration of Agency applications	4/25/13	6/27/13		
169	Sunset Transact Washington	6/28/13	7/18/13		
170	**Site to Site VPN consolidation**				**Agnes Kirk**
171	Pilot phase	11/30/12	11/30/12	100%	
172	Begin VPN migrations to ASA	12/3/12	12/31/12	100%	
173	Sunset 2821 Routers for site to site	1/1/13	12/2/13		
174	**Switched Long Distance → SCAN (28) – capturing savings as sites convert**				**Bruce Shurtz**
175	Convert 135 Non-State Agencies	1/16/12	6/29/12	100%	
176	Convert Centrex sites (2 of 70 complete)	6/3/13	12/2/13		
177	Convert State-owned PBXs (73 of 122 complete)	12/3/13	2/28/14		
178	Complete conversion (219 of 354 complete)	3/3/14	5/30/14		

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ID	Task Name	Start	Finish	% Complete	CTS Lead
179	**K20/UW**				**Bruce Shurtz**
180	Transfer MCU Services	7/4/12	9/3/12	100%	
181	Transfer Circuit Customer of Record	4/30/13	6/28/13		
182	Transfer TDM Circuits	4/30/13	6/28/13		
183	Finalize Billing Plan	4/30/13	6/28/13		
184	**Campus Fiber Network Sunset**				**Bruce Shurtz**
185	Complete migrating 3 customers	8/30/12	8/30/12	100%	
186	Complete remaining 19 customers	6/4/13	12/30/13		
187	Decommission equipment and reallocate fiber	12/31/13	12/31/13		
188	**APPTIO/Portfolio**				**Curtis Sneddon**
189	Project Kick-off	6/27/12	6/27/12	100%	
190	Financial Data Upload/Validation (GMAP date 12/20/12)	3/12/12	8/31/12	100%	
191	Initial Performance Data Upload (GMAP date 9/28/12)	7/31/12	9/28/12	100%	
192	Complete Financial Model Construction/Mapping (GMAP date 9/14/12)	6/28/12	10/15/12	100%	
193	Initiate Bill of IT Implementation Requirements (GMAP date 2/1/13)	10/15/12	10/15/12	100%	
194	Initiate Model Reporting Structure (GMAP date 11/15/12 now 12/30/12)	12/30/12	12/30/12	100%	
195	Initiate telephony performance data upload (GMAP date 12/31/12 now 3/30/13)	3/29/13	3/29/13	100%	
196	Service Data Upload Automation Process (GMAP date 12/31/12 now 3/30/13)	3/29/13	3/29/13	100%	
197	Establish Bill of IT Hierarchy in Apptio (GMAP date 11/30/12 now 6/28/13)	6/28/13	6/28/13		
198	Apptio End User Training (GMAP date 12/1/12 now 6/1/2013)	6/1/13	6/1/13		
199	**Service Level Agreements (21)**				**Rebekah O'Hara**
200	RFI issued	5/23/12	5/23/12	100%	
201	Strategic conversation with the management team about structure	3/14/13	3/14/13	100%	
204	**Mainframe Strategy**				**Wendy Huff**
205	Gather information for internal review (High Level)	11/1/12	2/15/13	100%	
206	Review with Management Team (commitment)	2/15/13	2/15/13	100%	
207	Develop project charter for planning phase	2/15/13	3/1/13	100%	
208	Review with Service Health Check group	3/7/13	3/7/13	100%	
209	Share with CTS Advisory Council	3/20/13	3/20/13	100%	
210	Sponsor and initiate subprojects	6/3/13	6/28/13		
211	**BlackBerry® Mobile Messaging (6)**				**Wendy Huff**
212	Survey agencies to determine plans for ActiveSync adoption and requirements to continue BlackBerry® support	6/4/12	8/31/12	100%	
213	Determine target sunset date	9/3/12	9/28/12	100%	
214	Develop plan and schedule for migrating customers to ActiveSync	1/4/13	4/26/13	100%	
216	Develop plan and schedule for sunsetting BlackBerry	4/3/13	5/1/13	100%	
217	Complete customer migrations	6/28/13	6/28/13		

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ID	Task Name	Start	Finish	% Complete	CTS Lead
218	Complete sunsetting activities	7/17/13	9/17/13		
219	**Redefine Managed Server Hosting and Virtual Server Hosting services (18)**				**Wendy Huff**
220	Develop criteria to separate virtual server hosting into Cloud candidates and managed server candidates	12/3/12	1/15/13	100%	
221	Schedule and move managed virtual server candidates to the SDC	1/1/13	6/28/13		
222	Complete Private Cloud POC and Pilot	6/3/13	8/30/13		
223	Schedule and move virtual server candidates to the cloud	9/2/13	11/29/13		
224	Establish standard rates for Private Cloud components (CPU, memory, storage, support services)	3/1/13	7/1/13		
225	Review rates internally to gain commitment	7/11/13	7/11/13		
226	Review proposed standard rates with the CTS Advisory Council	8/7/13	8/7/13		
227	**Storage Rates**				**Wendy Huff**
228	Procure technology update for Storage	10/19/12	10/19/12	100%	
229	Restructure Storage Services	10/22/12	2/15/13	100%	
230	Publish Storage Rates	1/2/13	4/5/13	100%	
231	Revise Customer Billing Processes	1/22/13	4/26/13	100%	
232	Implement new storage service and rates	5/6/13	9/4/13		
233	**TeamSite**	**3/1/13**	**12/31/14**		**Wendy Huff**
234	Work with customers to determine future service strategy	3/1/13	3/8/13	100%	
235	Decide on upgrade path for remaining life of service	3/7/13	3/29/13	100%	
236	Develop and agree on cost sharing model for remaining customers	5/1/13	5/15/13	100%	
238	Work with remaining customers to migrate off TeamSite service	5/13/13	11/28/14		
239	Complete sunsetting activities	12/1/14	12/31/14		
240	**DR Site Survey**				**Dan Mercer**
241	Receive inquiry	11/5/12	11/5/12	100%	
242	Gather information for internal inquire review (High Level)	12/10/12	12/31/12	100%	
243	Identify site selection criteria	12/7/12	1/31/13	100%	
244	Review site alternatives	2/1/13	2/28/13	100%	
245	Document findings and recommendations	2/19/13	3/29/13	100%	
247	Determine agency DR strategy	5/31/13	5/31/13		
251	Finalize requirements for RFX	5/31/13	5/31/13		
254	**Complete State Data Center Projects (SDC) (25)**				
255	**SDC Business Management**				**Dan Mercer**
256	Financial - Work with CTS Finance to establish rate model	7/4/12	5/31/13		
257	Assist OCIO with SDC Business Plan	3/13/13	6/7/13		
260	**SDC Facilities Build-out**				**Dan Mercer**
261	SDC Facility Operationally Ready	3/15/13	3/15/13	100%	
262	Complete Operational procedures	8/30/12	5/31/13		

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ID	Task Name	Start	Finish	% Complete	CTS Lead
263	Complete Physical security readiness	8/30/12	5/31/13		
264	Put in place access controls	8/30/12	5/31/13		
265	**OB2Heat Reduction**				**Dan Mercer**
266	Identify equipment that can be shut down now or in the near future	8/30/12	10/30/12	100%	
267	Put in place a process to shutdown less critical systems and equipment in the event of a major cooling system malfunction	8/30/12	10/30/12	100%	
268	**SDC Network Core Infrastructure**				**Dan Mercer**
269	Install core network equipment in the SDC using a "just in time" approach	8/30/12	1/25/13	100%	
270	Extend and connect OB2 networks into the SDC	8/30/12	1/25/13	100%	
271	**SDC Storage Infrastructure (26)**				**Dan Mercer**
272	Coordinate and oversee projects to install storage systems in the SDC and interconnect with storage networks in OB2	8/30/12	4/8/13	100%	
273	**SDC Firewall Infrastructure**				**Dan Mercer**
274	Coordinate and oversee CTS projects to install firewall equipment in the SDC	11/1/12	1/31/13	100%	
275	**OB2 Risk Mitigation (CTS Move Phase 1)**				**Dan Mercer**
276	Move selected CTS equipment from OB2 to the SDC that best alleviates the heat issue in OB2	8/2/13	6/30/14		
277	**Cloud computing "utility"**				**Dan Mercer**
278	Develop cloud platform	1/23/13	7/30/13		
279	Develop business model and processes/procedures for cloud service	3/18/13	7/30/13		
280	Pilot cloud service	4/30/13	7/30/13		
281	**Virtual Tape Library (VTL) (29)**				**Dan Mercer**
282	Coordinate and oversee CTS project to install new VTL system in the SDC	3/1/13	7/31/13		
283	**Washington State Patrol (WSP) Phase 1**				**Dan Mercer**
284	Work with WSP to a phased approach for moving some of their systems to the SDC	8/30/12	12/6/13		
285	**OB2 Risk Mitigation (CTS Move Phase 2)**				**Dan Mercer**
286	Move additional CTS equipment from OB2 to CTS to further reduce heat issues in OB2	7/1/14	11/11/15		
287	If deemed necessary, coordinate and oversee projects to move additional CTS equipment from OB2 to CTS to further reduce heat issues in OB2	7/1/14	11/11/15		
288	**OB2 Data Center Optimization**				**Dan Mercer**
289	Determine if additional measures are needed to reduce cooling demands in OB2	1/1/15	12/31/15		
290	If necessary, reconfigure remaining equipment in OB2 to optimize airflow and cooling	1/1/15	12/31/15		
292	**CTS Organizational Initiatives**				
325	**Improve Incident Management Processes (37)**				
326	**Improve Incident Notification Process**				**David Brummel**
327	Establish relationship with Virginia Mason coach	1/11/13	1/11/13	100%	
328	Develop Charter	1/14/13	1/31/13	100%	
329	Hold LEAN value stream mapping event	3/1/13	3/29/13	100%	

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ID	Task Name	Start	Finish	% Complete	CTS Lead
330	Develop Implementation Plan	4/1/13	5/1/13	100%	
331	Complete process improvements	5/2/13	7/31/13		
332	Hold 90-day Report Out	8/1/13	8/1/13		
333	**Improve Incident Response Processes**				**Wendy Huff**
334	Develop a tiered model for incident categorization, response, and communication	3/1/12	5/31/12	100%	
335	Review proposed model with selected customers	6/1/12	6/29/12	100%	
336	Establish an implementation team				
337	Develop an action plan for implementation				
338	Complete implementation of proposed model				
356	**Review and Update CTS Policies**				**David Brummel**
357	Review and update CTS Policies	12/3/12	6/28/13		
358	Receive exec management approval on changes	12/3/12	6/28/13		
362	**Workforce**				
366	**Build a diverse, highly-skilled, adaptable, productive, and efficient workforce (34)**				**Shalice Cook**
367	Develop and conduct training needs and assessment	12/3/12	4/8/13	100%	
368	Create Employee Training Development Plan	1/16/13	7/1/13		
369	Launch CEP II	1/15/13	7/1/13		
370	**Foster a healthy work culture that promotes leadership, creativity and openness (35)**				**Shalice Cook**
371	Implement Employee Exchange Program	10/25/12	10/25/12	100%	
372	Revise and implement Safety Program and policy	9/13/12	4/8/13	100%	
373	**Set standards for organizational continuous improvement and employee recognition (38)**				**Shalice Cook**
374	Revise and conduct employee recognition survey	1/15/13	4/17/13	100%	
375	Develop employee recognition program guidelines	2/18/13	7/1/13		
376	Establish Enterprise Risk Management Program (policy, committee, goals)	7/12/12	7/1/13		
377	**Define Strategy for Performance Measure tracking and reporting**				**David Brummel**
378	Define strategy for tracking and reporting	1/31/13	6/28/13		
379	**Update Strategic Plan**				**David Brummel**
380	Document CTS Strategic Plan	9/24/12	1/25/13	100%	
381	Review and Update Strategic Plan	1/28/13	6/28/13		
382	Management Approves Strategic Plan	6/28/13	6/28/13		
383	Publish Strategic Plan	7/1/13	7/31/13		
384	**CTS Roadmap**				**Dan Mercer**
385	Charter initiative and develop work plan	8/1/13	9/30/13		
389	**Establish Lean Program**				**David Brummel**
390	Present Lean Program to all staff	11/8/12	11/8/12	100%	
391	Establish a community of interest monthly meeting	11/9/12	11/9/12	100%	

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ID	Task Name	Start	Finish	% Complete	CTS Lead
392	Create Lean templates (intake form, charter, etc)	11/9/12	1/15/13	100%	
393	Create Lean SharePoint site	11/9/12	6/28/13		
394	Create an idea board	1/28/13	6/28/13		
395	Establish process to identify and prioritize Lean initiatives	3/1/13	6/28/13		
406	**Implement Communications Plan**				
407	**External Communications (4)**				**David Brummel**
408	Review previous DIS/CTS Communications Plans/Strategies	10/4/12	10/31/12	100%	
409	Create an Updated External CTS Communications Plan	1/1/13	6/14/13		
410	Implement External Communications Plan/Strategies	6/17/13	7/31/13		
411	Conduct communications customer survey, analyze responses, and develop outreach plan	6/17/13	9/16/13		
412	**Internal Communications (5)**				**David Brummel**
413	Implement a webpage similar to "Kudos" that would be specifically for customer comments	12/15/11	12/15/11	100%	
414	Review previous DIS/CTS Communications Plans/Strategies	10/30/12	2/28/13	100%	
415	Create an Updated Internal CTS Communications Plan	3/1/13	6/14/13		
416	Implement Internal Communications Plan/Strategies	6/17/13	9/16/13		
417	**Governor's Directive 13-02 Coop Preparation**				**Wendy Huff**
418	Provide first quarterly update to MIL on Continuity Assessment Tool (CAT) accomplishments	4/15/13	4/15/13	100%	
419	Complete FEMA P-788 CAT	4/30/13	4/30/13	100%	
420	Provide designate person(s) responsible for CTS Coop to	4/30/13	4/30/13	100%	
421	Review and exercise existing Coop	5/31/13	5/31/13	100%	
422	Notify MIL that review and exercise is complete	5/31/13	5/31/13	100%	
423	Implement process to provide ongoing quarterly CAT updates	7/15/13	7/15/13		
424	Implement process to provide ongoing annual COOP updates by June of each year	6/3/13	6/3/13		
432	**CTS ATS Projects in Process**				
433	Upgrade Mobile Devices	8/30/12	8/30/12	100%	
434	Upgade Workstations to Windows 7 and Office 2010	12/28/12	3/29/13	100%	
435	CTS Applications Phase 1 - Database Update	6/29/12	6/29/12	100%	
436	CTS Applications Phase 2 - New/Update Apps	8/30/13	8/30/13		
437	Security Server Migration	8/30/13	8/30/13		
438	SharePoint Phase 1 (Clean Up)	4/15/13	6/28/13		
439	SharePoint Phase 2 (Migration to 2010)	7/1/13	12/1/13		
451	**Support OCIO IT Strategies (From OCIO 2/12 Technology Strategy)**				
452	**Disaster Recovery**				
453	**ID most critical agencies in need of a comprehensive DR plan**				**(OCIO)**
454	Help those agencies create and track a schedule for creation of automatic failover in remote pools/data centers				
455	ID data center space away from Western WA's seismic fault zones				

Additional target dates will be populated as decision gates indicate need for further activity.

ID	Task Name	Start	Finish	% Complete	CTS Lead
456	**Encourage adoption of public cloud platforms**				**(OCIO)**
457	Negotiate purchasing relationships with cloud platform providers				
458	ID workloads in state agencies that we can move to public cloud platforms				
459	Experiment with and adopt management toolsets to manage workloads on public cloud platforms				
460	Explore the concept of the government cloud				
461	**Encourage adoption of SaaS for applications purchased by state agencies where appropriate. Work toward adoption of SaaS solutions in the following areas:**				**(OCIO)**
462	Learning Management				
463	Personnel performance management				
464	Time, Leave and Attendance				
465	Email, productivity, and collaboration applications				
466	**Adopt enterprise resource planning (ERP) applications systematically and incrementally in order to enable WA to function as a cohesive enterprise**				**(OCIO)**
467	Introduce a policy framework that allows an incremental approach to building a cohesive suite of applications, based on prioritized, identified needs				
468	Consolidate where appropriate to drive savings and deliver improved services				
469	**Undertake consolidation in the following areas over the next 12 months, based on resource availability**				**(OCIO)**
470	Wi-Fi LAN				
471	Data Centers				
472	Shared Email				
473	**Adopt private cloud platforms across agency IT teams to enable easy movement of workloads across pools of servers**				**(OCIO)**
474	Identify a standardized technology to invest in for managing private clouds in state data centers				
475	Identify at least three agencies that will begin building out interoperable, standardized private clouds				
476	Create and track a schedule for the creation of these private clouds				
477	**Efficiently Manage all of the state's suitable data centers**				**(OCIO)**
478	ID all the data centers that will continue to be maintained into the future				
479	**ID the first set of agencies and systems from OB2 that will move to the SDC**				
480	WSP should be one of the first				
481	ID and move to relieve over subscription in OB2				
482	**Encourage state agencies to systematically free up data for public consumption**				**(OCIO)**
483	Work with state agencies to id a solution to house data, and encourage widespread participation in the data sharing				
484	Free up GIS				
485	**Completed Initiatives**				
486	Submit Security Decision Package	8/30/12	8/30/12	100%	Agnes Kirk
487	**GalSync (a specific feature of FIM)**	**8/30/12**	**12/4/12**		**Wendy Huff**
488	Receive inquiry	8/30/12	8/30/12	100%	

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ID	Task Name	Start	Finish	% Complete	CTS Lead
489	Gather information for internal inquiry review (High Level)	8/30/12	9/5/12	100%	
490	Review request with Management Team (commitment)	9/6/12	9/19/12	100%	
491	Complete Service Inquiry Form (Complete)	9/20/12	9/27/12	100%	
492	Review request with CTS Advisory Council	12/4/12	12/4/12	100%	
493	Scope expanded to include additional features of FIM (see below)	12/4/12	12/4/12	100%	
494	**Forefront Identity Manager (FIM)**	**12/4/12**	**2/7/13**		**Wendy Huff**
495	Receive inquiry	12/4/12	12/4/12	100%	
496	Gather information for internal inquiry review (high Level)	12/5/12	1/29/13	100%	
497	Review request with Management Team (commitment)	1/30/13	1/31/13	100%	
498	Complete Service Inquiry Form (Complete)	2/1/13	2/4/13	100%	
499	Review with CTS Advisory Council	2/5/13	2/7/13	100%	
500	Scope expanded to incorporate Identity Management Strategy (see below)	2/1/13	2/1/13	100%	
501	**Active Directory Federated Service (ADFS)**	**4/2/12**	**4/30/13**		**Wendy Huff**
502	Validate agency requirements for federation and directory synchronization	4/2/12	4/30/12	100%	
503	Complete an ADFS proof-of-concept in pre-production	4/2/12	8/31/12	100%	
504	Establish a production ADFS environment	8/1/12	11/30/12	100%	
505	Implement the service for identified early adopters (Apptio, ServiceNow, SharePoint)	12/3/12	4/30/13	100%	
506	**Outlook Anywhere (RPC over HTTPS)**	**8/30/12**	**1/9/13**		**Agnes Kirk**
507	Receive inquiry	8/30/12	8/30/12	100%	
508	Gather information for internal inquiry review (High Level)	8/30/12	10/30/12	100%	
509	Review request with Management Team (commitment)	10/31/12	11/12/12	100%	
510	Complete Service Inquiry Form (Complete)	11/13/12	12/17/12	100%	
511	Review request with CTS Advisory Council	1/9/13	1/9/13	100%	
512	Request Closed	1/9/13	1/9/13	100%	
513	**Remote Access: Citrix (7), Strong Authentication (27), and Access VPN (31)**	**8/30/12**	**11/1/12**		**Agnes Kirk**
514	Determine Rate options for Strong Authentication Hard and Soft Tokens	8/30/12	9/10/12	100%	
515	Complete option analysis to reduce cost of Citrix and VPN remote access	10/31/12	10/31/12	100%	
516	Implement New Rates	11/1/12	11/1/12	100%	
517	**Enterprise Forward Proxy (EFP) (12)**	**4/30/12**	**5/30/12**		**Agnes Kirk**
518	Complete EFP Pilot	4/30/12	4/30/12	100%	
519	Deploy EFP in production	5/1/12	5/30/12	100%	
520	New service – included in allocated rates, cost avoidance, and hard savings	5/30/12	5/30/12	100%	
521	**Netwitness DAS Expansion**	**1/29/13**	**2/1/13**		**Agnes Kirk**
522	DAS Installed	1/29/13	1/29/13	100%	
523	Configuration Certified	1/30/13	1/30/13	100%	
524	Analytics Performed	1/30/13	1/30/13	100%	

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ID	Task Name	Start	Finish	% Complete	CTS Lead
525	Knowledge transfer to SOC analysts	1/31/13	2/1/13	100%	
526	**SOC Roadshow**	**1/8/13**	**2/28/13**		**Agnes Kirk**
527	Develop presentation	1/8/13	1/8/13	100%	
528	Present to "friendly" group and request feedback	1/9/13	1/15/13	100%	
529	Schedule locations in Lacey, Tumwater	1/16/13	1/25/13	100%	
530	Promote and present to Agency customers	1/28/13	1/28/13	100%	
531	Survey poll requesting feedback	2/12/13	2/28/13	100%	
532	**Optimize FWSM rules to reduce load**	**1/28/13**	**1/29/13**		**Agnes Kirk**
533	Evaluate rules - task ongoing	1/28/13	1/28/13	100%	
534	Optimize - task ongoing	1/29/13	1/29/13	100%	
535	**Private Branch Exchange (20)**	**5/1/12**	**7/31/12**		**Bruce Shurtz**
536	Review and rationalize rates	5/1/12	7/31/12	100%	
537	**Voicemail (32)**	**4/2/12**	**8/30/12**		**Bruce Shurtz**
538	Order PBX-related equipment	8/30/12	8/30/12	100%	
539	Install PBX-related voice mail equipment	4/2/12	5/31/12	100%	
540	Test system	4/2/12	5/1/12	100%	
541	Cutover new voicemail system	5/2/12	5/31/12	100%	
542	Complete cutover and capture cost savings	6/1/12	6/29/12	100%	
543	**VLAN Re-numbering**	**10/2/12**	**12/4/12**		**Bruce Shurtz**
544	Establish a process for VLAN Renumbering	10/2/12	12/3/12	100%	
545	Implement new process for VLAN Renumbering	12/4/12	12/4/12	100%	
546	**Redundant Network connection OB2-SDC**	**11/30/12**	**12/31/12**		**Bruce Shurtz**
547	Ensure maintenance contracts and procedures exist for OB2-SDC connection	11/30/12	11/30/12	100%	
548	Put procedures in place and test	12/3/12	12/31/12	100%	
549	**Lean Initiative - Billing with DES (39)**	**6/18/12**	**1/23/13**		**David Brummel**
550	Select future service for LEAN mapping event	11/8/12	11/15/12	100%	
551	Develop Charter	6/18/12	7/31/12	100%	
552	Hold LEAN value stream mapping event	8/1/12	8/23/12	100%	
553	Develop Implementation Plan	8/24/12	8/30/12	100%	
554	Complete initial 90-day project	8/31/12	11/30/12	100%	
555	Hold 90-day Report Out	1/23/13	1/23/13	100%	
556	**Support Cloud-based E-mail and Collaboration (8, 19, and 23)**	**10/3/11**	**10/31/12**		**Wendy Huff**
557	Support OCIO and DNR review of cloud-based email replacement of SSEP	10/3/11	10/31/12	100%	
558	Validate the Business Case for Office 365	2/1/12	10/31/12	100%	
559	**Process Improvement of Monitoring and Alerting**	**3/29/13**	**6/28/13**		**Agnes Kirk**
560	Source Feeds Reviewed for Accuracy and Efficiency	3/29/13	3/29/13	100%	

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ID	Task Name	Start	Finish	% Complete	CTS Lead
561	Alerts reviewed by customers for feedback	4/1/13	4/11/13	100%	
562	Alert process flow diagram completed	4/12/13	4/18/13	100%	
565	**Identify Critical Infrastructure**	**1/11/13**	**4/18/13**		**Agnes Kirk**
566	Develop business requirements	1/11/13	1/11/13	100%	
567	Review of existing tools and abilities	1/14/13	2/1/13	100%	
568	Proof of concept of proposed alternatives	2/4/13	2/15/13	100%	
569	Formalize reporting process	2/18/13	4/18/13	100%	
570	**CTS ATS Projects**	**6/29/12**	**3/29/13**		**Curtis Sneddon**
571	Upgrade Mobile Devices	6/29/12	3/29/13	100%	
572	Upgrade Workstations to Windows 7 and Office 2010	12/28/12	3/29/13	100%	
573	CTS Applications Phase 1 - Database Update	6/29/12	6/29/12	100%	

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